



State of Nevada
Department of Information Technology

Technology Study Request (TSR) **Instruction Guide**

Produced by
Department of Information Technology
Planning and Research Unit

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INTRODUCTION

Is This the Right Form For You?

This Instruction Guide provides the information necessary to complete the Technology Study Request (TSR) document. It should be used in conjunction with the TSR template.doc and the TSR worksheet.xls.

Use this document to justify all types of Information Technology (IT) Study projects regardless of cost.

Use one document per study request.

If this is the first phase of an IT project which will also include a development and implementation phase within the same biennium, you should also complete a Technology Investment Request (TIR) Small, Medium or Large to give a complete picture of your project and to serve as a budget placeholder. It is understood that the costs in the TIR are estimates. Upon completion of the functional and system requirements study, an updated TIR will be required reflecting the updated costs.

If you have any questions or need assistance in completing the Technology Study Request (TSR) document, please contact the DoIT Planning Unit at (775) 684-5800.

Instructions

A Cover Page

A.1 Project Title

Include the name of the project.

A.2 Submittal Date

Provide the date on which this TSR is being submitted.

A.3 Department Name

Provide the name of the department that is submitting the request.

A.4 Subgroup Name

Provide the name of the subgroup, if any (Agency/Section/Bureau/Unit/etc.)

A.5 Project Summary

Provide a brief, high-level summary that outlines the expected outcome(s) of this request.

A.6 Contacts

Identify the people DoIT can contact for clarification or additional information when reviewing this request.

B TABLE OF CONTENTS

The Table of Contents is automatically generated from information within the template. Update the Table of Contents by placing the cursor in the Table of Contents and pressing F9 when you have completed filling in the template.

C Business Program

Describe the business program that this project will support.

C.1 Business Program Background

Provide background information such as: what service is provided, who are your customers, how the service is administered, how long it has been in existence, what technology (if any) is being used, etc.

C.2 Business Program Objectives & Goals

Describe the main objectives and goals of your business program.

C.3 Business Program Issues & Opportunities

Describe any problems presented by the current business situation along with planned changes or enhancements.

Identify which of these are driving your request for new/enhanced technology.

C.4 Business Program Mandates and Requirements

List and briefly describe any external factors that are driving this request.

Consider:

- Changes in NRS and NAC
- Federal requirements
- Recent audit findings

C.5 Business Program Partners & Customers

Identify all entities that your business program interacts with (shares, provides or receives information from) both internal and external. Consider:

- Citizens
- Businesses
- Third party administrators & other vendors
- Local governments
- Other state agencies

D Existing Situation – “As Is” Environment

Explain the current technology, processes and issues relevant to this study project, as well as their current strengths and their weaknesses.

Include a discussion of current staffing and procedures.

Identify specific hardware, software and network inadequacies.

If the DoIT Planning Unit has performed a Technology Outlook, briefly describe the recommendations that support this project and include the Technology Outlook as an attachment to this document.

E Proposed Changes – “To Be” Environment

Explain the technology and processes that will be modified or implemented as a result of this study project. Describe how the new system or technology will address current problems.

F Technology Study Request Synopsis

Indicate the type of IT study being requested.

F.1 Other Related Projects

If any other related studies are being requested for this IT project, identify those studies and briefly describe them.

If this is the first phase of an IT project that will also include a development or implementation phase within the same biennium, identify subsequent phases. Also state whether your agency will be completing a Technology Investment Request (TIR) Small, Medium or Large as a budget placeholder.

G High Level Project Organization, Management & Schedule

Describe the high-level activities and deliverables for this study project. Include estimated elapsed time for various stages of the project and any mandated compliance deadlines.

- Identify the person who will be your technical project manager, and include them in the cost schedule.
- Do you intend to ask DoIT for Technical Project Oversight and Quality Assurance? If yes, include the associated costs in your cost schedule.
- If existing agency personnel will be used on the project, describe how their current workload will be adjusted to free up time for the project.
- Describe your agency's experience in developing and implementing projects of similar size and complexity.

H Cost

Document any known or anticipated costs for this study project.

The first table is used to define the number of staff required to support the study project. The second table is used to define the costs. The final table, Funding Sources, summarizes the total cost to perform the study project and identifies where the funding will come from. Additional cost details and other supporting documentation may be provided in Appendix 1.

H.1 Project Cost

Table 1 – Project FTE

Category	Description
Base Agency Staff (FY 02-03)	Define the number of existing (FY02-03 Base) FTEs that will be working on the study project. Partial FTEs can be shown for people who are assigned to the study project part time.
New Agency Staff	Identify the number of new permanent staff as FTEs that will work on the study project. Partial FTEs can be shown for part time employees.

Table 2 – Project Cost

Category	Description
Base Agency Staff (FY 02 – 03)	Identify the cost of existing staff that will be required during the project.
New Agency Staff	Identify the cost of new staff that will be required during the project.
IT Study	The cost for the consultant to perform the study.
Technology Tools	The cost of technology tools to be purchased in support of the study.
Site & Facility	Any site and/or facility charges required to support study activities.
Travel	Travel costs for the consultant and/or agency staff.
Training	Any training required for the study.
Project Management	Small projects should allocate at least 5% of total cost to project management. Large or complex projects should allocate 10% – 20%. Include Technical Project Oversight provided by DoIT.
Quality Assurance	Small projects should allocate at least 5% of total cost to project management. Large or complex projects should allocate about 10%. Include QA provided by DoIT.

Category	Description
Reserve for Contingency	Develop a percentage of the margin of error for your solution estimate. 20% is typical for most projects, but you should determine what is right for your own project. Multiply this factor by the dollar amount of the estimate to generate the contingency factor in dollars.
Other	Use this category to describe any costs not already defined.

H.2 Funding Sources

Table 3 – Funding Sources

Category	Description
Total Project Costs	This is the total of the study project costs.
Available Base Funding	Existing funding within your agency for this project.
Available Federal Funding	If federal funding is available, indicate the amount.
Other Funding	If other sources of funding are available, indicate the amount. Provide supporting detail of the sources and any restrictions on them in an appendix.
General Fund Required	This figure is calculated by subtracting all funding sources from the Total Funding Required. It is the amount of your funding request.

I Approval

I.1 Management Review

This project must be reviewed by appropriate agency staff prior to signature.

I.2 Approvals

The department director's approval is required; others are at the discretion of the department director.

Appendix 1 - Supporting Cost Detail

Provide any additional cost information in this section. Reference any existing documents you are attaching to this TSR.